

**ADHS/OC SHCN TBI/SCI/CYSHCN Family Resource Coordination
Site Review Compliance Report**

Date: _____

Contractor: _____

Family Resource Coordination Contract Administrator: _____

Reviewer (s): _____

Assessment Type (A/T): H = Have R = Requested

Rating: C=Compliant N=Non Compliant

Standard	A/T	Item	What to Look For	Rating	Comments
1. The Family Resource Coordination Staff meet requirements as stated in the ADHS/OC SHCN Service Coordination Policy and Procedure Manual (FRCPPM):	FAMILY RESOURCE COORDINATION STAFF				
a. Personnel are qualified		1a	Vitae or Resume and Licensure of all professional staff, CPR certification, First Aid Certification, Fingerprint Registration / Criminal History Affidavit/Background Check and valid AZ Drivers License, Car Insurance & Car Registration (if applicable). Three (3) references on file		
b. Personnel supported to stay current in the field		1b	Documentation of orientation of new staff, including review of manuals and topics as stated in the FRCPPM		
c. Quality of practice systematically supported		1c	Individual plan for attainment of educational goals, if minimal requirements are not met		
d. Personnel equipment/ programs access and competence		1d	Personnel have e-mail and fax capability as well as ongoing access to a computer with internet access as well as Word and Excel software and are trained and competent in the use of this equipment and programs.		
e. Personnel are competent		1e	Record of Reflective Supervision / mentoring meetings / sessions		
f. Personnel trainings and meetings		1f	Documentation attendance at ADHS mandated training programs, conference calls, meetings, site reviews, technical assistance meetings, and e-learning trainings		
g. Personnel files		1 g	Personnel file for active FRC is current and complete		
h. FRC personnel ratios		1h	Personnel providing 40 hours per week of Family Resource Coordination have a member caseload of not less than 40 nor more than 60. Staff providing less than 40 hours per week have a prorated caseload		
i.. Personnel availability		1i	Personnel is available 52 weeks a year days, evenings, nights, and weekends		

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2. Provision of Family Resource Coordination services to members reflects requirements & Standards of Practice as stated in the FRCPPM:	MEMBERS				
a. Member confidentiality		2a	Documentation of permission to share confidential information. Permission to obtain records/reports using ADHS/OC SHCN forms		
b. Members Individual Service Plan (ISP)		2b	ISP documentation of child/family concerns about: Health 1) Medical 2) Dental 3) Vision 4) Hearing Physical Functions 1) Fine motor 2) Gross motor Cognitive Function Language/Speech Social/Emotional Self-Help Skills Educational Psychological/Behavioral Health		
c. Member and family participation and cultural awareness		2c	ISP reflects member/family participation in decisions, documentation is easy to understand, and is culturally and linguistically appropriate		
d. Responsiveness		2d	Documentation that supports services are responsive to the member and family's priorities, resources, concerns, and linked with desired change/objective		
e. Receipt of Direct Care Services		2e	Documentation of Evaluations and Reports from Direct Care Service Providers		

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Standard 2 cont'd:	MEMBERS				
f. Collaborative efforts		2f.	Documentation of collaboration with providers and third party payer to facilitate continuity of care and the provision of ongoing services		
g. Goals and objectives		2g	Documentation of direct care services: goals, objectives, and progress reports and their relationship to the member's defined need.		
h. Direct Care Services (DCS)		2h	Documentation of frequency, start and end date of DCS		
i. Cross and inter-agency coordination		2i	Documentation of coordination across agencies: and distribution of ISP to the family and to applicable team members		
j. Transition		2j	Documentation of coordination of transition through Transition Planning and Transition Timelines as well as documentation of agency or provider member transitioned to.		
k. FRC Services		2k	Documentation of provision of FRC services 1) Family Contact/Progress Notes 2) ISP 3) Review of the ISP 4) Change in the ISP 5) Letters & Correspondence 6) Intakes 7) Transfers/Exits. If transfer, named of agencies/providers involved		
l. Procedural safeguards		2l	Documentation of procedural safeguards: Complaint and Grievance Process Record Maintenance, Transfer, and Disposal HIPPA Compliance		
m. Community Outreach/Education		2m	Documentation of community outreach/ education and awareness regarding the Family Resource Coordination Program (TBI/SCI/CYSHCN) to increase community capacity and promote referrals to the program		

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Standard	A/T	Item	What to Look For	Rating	Comments
3. Program meets contractor requirements as stated in the FRCPPM and the Scope Of Work of the ADHS/OCSHCN Family Resource Coordination contract:	ADMINISTRATIVE FUNCTIONS				
a. Monthly Billing and Invoice Packet timelines		3a	Monthly Billing and Invoice Packets have been submitted and billed within 30 days of the end of the preceding month as stated in the contract.		
b. Finance and Billing compliance		3b	Documentation substantiates billing and charges related to 1) Family Resource Coordination 2) TBI Direct Care Service 3) SCI Direct Care Services 4) CYSHCN Direct Care Services 5) Community Outreach/Education 6) Staff Training and Education 7) Mileage Reimbursement		
c. Billing documentation		3c	Billing requirements and documentation are accurate and adhere to the standards set forth in the contract and FRCPPM		
d. Budget expenditures		3d	Expenditures do not exceed budget		
e. Service Coordinator Staffing Coverage Report		3e	Service Coordinator Staffing Coverage Report submitted as outlined in the contract and FRCPPM whenever there is a change in status in Service Coordination Staff		
f. Quality Management Plan		3f	Annual Quality Management Plan submitted as stated in the contract and FRCPPM		
g. Summary of Continuous Quality Improvement		3g	Summary of Continuous Quality Improvement submitted as stated in the contract and FRCPPM		
h. Annual Family Resource Coordination Program Report		3h	Prepare and submit an Annual Family Resource Coordination Program Report on the TBI, SCI, and CYSHCN Family Resource Coordination Program		
i. Family Satisfaction Surveys		3i	Family Satisfaction Surveys were explained and distributed		

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Standard 3 cont'd:	ADMINISTRATIVE FUNCTIONS				
j. Submit documentation within timelines set forth in contract and FRCPPM		3j	Documentation 30 days following the end of the month in which service occurred 1) Family Contact/Progress Notes 2) ISP 3) Review of the ISP 4) Change in the ISP 5) Letters & Correspondence 6) Intakes 7) Transfers/Exits 8) Request to Close/Reopen case Documentation 45 days following the end of the month in which service occurred 1) Initial ISP		
k. Authorization of Direct Care Services (DCS)		3k	Documentation of authorization for DCS for members receiving DCS		
l. Organizational Chart		3l	Provided copy of Organizational Chart as set forth in the contract and the FRCPPM		
m. Internal Policy and Procedure Manual		3m	Developed an Internal Policy and Procedure Manual, 90 days following contract award, within 60 days of the start of each new contract term, and within 30 days of each update of or change to the manual		
n. Business Continuity and Recovery Plan and Business Continuity and Recovery Plan Training Log		3n	Documentation of a Business Continuity and Recovery Plan and updates to the plan within 30 days of award of the contract, within 30 days of the start of each new contract term, and within 30 days of whenever there is a change to the plan. A Business Continuity and Recovery Plan Training Log 90 days following award of the contract and within 30 days of the start of each new contract term.		
o. Physical Set-Up		3o	1) Files 2) Fax 3) Computer 4) Other 5) Confidentiality/Privacy 6) HIPPA Compliance		

